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Illinois Department on Aging
Charles D. Johnson, Director

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Linking you to help
from the comfort
of your own home

Emergency Home Response Service



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Illinois Department
on Aging




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What is Emergency Home Response Service?

Emergency Home Response Service (EHRS) is a 24-hour emergency communication link to assistance outside the home for older adults with documented health and safety needs and mobility limitations. This service is provided by a two-way voice communication system consisting of a base unit and an activation device worn by the participant that will automatically link the older adult to a professionally staffed support center.

What are the benefits?

- Worry-free 24-hours-a-day help at the touch of a button
- Installation at no cost to the participant
- Free adaptive activation devices
- A list of first responders chosen by the participant
- Free to eligible older adults



**Do you know an
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This is a Community Care Program (CCP) service.

The purpose of providing EHRS is to improve the independence and safety of participants in their own homes and help reduce the need for nursing home care.

“When I fell and broke my hip, I was scared to be home alone. My emergency button makes me feel safe again.”

Who needs this service?

Older adults who could benefit from this service might experience some of the following:

- unsteadiness, dizziness, weakness and history of falling,
- limited mobility (i.e., a cane, walker or wheelchair),
- history of cardiac or respiratory crises at home,
- illnesses that typically result in sudden changes in health status (i.e., diabetes, seizures, hypoglycemia, etc.),
- large number of medications and side effects that produce indicators on this list, or
- circulatory or other problems that may result in falls.

**Older adult who is alone
of the day or night
caregiver?**

Who is eligible?

An older adult must qualify for the CCP to receive EHRS. You are eligible for CCP service if you:

- are sixty (60) years of age or older,
- are an Illinois resident,
- are a U.S. citizen or legal alien,
- are determined to be physically in need of service (meaning at least moderately impaired),
- meet the financial asset requirements (explained by a care coordinator during an in-home visit),
- apply for Medical Benefits through the Illinois Department of Human Services, or are currently on Medicaid,
- obtain a signed Physician's Statement agreeing that CCP services are necessary and appropriate, and
- are willing to cooperate with a care coordinator.

What is required of the providers?

An Emergency Home Response Service provider must:

- be certified by the Illinois Department on Aging,
- provide a base unit and necessary activation equipment,
- deliver, install and provide training to the older adult,
- provide live monitoring for appropriate response that includes an interpreter line and teletypewriter communication and
- provide 24-hours-a-day, seven-days-a-week coverage.

Learn more about the Emergency Home Response Service and the Community Care Program. Call the Illinois Department on Aging **Senior HelpLine:**
1-800-252-8966, 1-888-206-1327 (TTY)
8:30 a.m. - 5:00 p.m. Monday - Friday

or contact your local
Care Coordination Unit:

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State of Illinois
Department on Aging
421 East Capitol Ave., #100
Springfield, Illinois 62701-1789

Senior HelpLine:
1-800-252-8966, 1-888-206-1327 (TTY)

Download this brochure at
www.state.il.us/aging
in the "News and Publications" section

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

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